

Practice Policies

Marla Leigh Caplan Psychotherapy

PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS

The standard meeting time for psychotherapy is 50 or 100 minutes. It is up to you, however, to determine the length of your sessions. Please discuss any requests to change the duration of an appointment in advance.

If something comes up, please remember to cancel or reschedule your session with a minimum of 24 hours' notice.

Cancellations and requests to reschedule sessions will be subject to a full charge if **not received at least 24 hours in advance**.

Please contact Marla directly if you will be late for your appointment. Sessions are forfeited at 15 minutes past the hour without advance notice.

FEES, LEGACY RATES, AND ANNUAL RATE ADJUSTMENTS

My standard rate for psychotherapy reflects the costs associated with running a private practice and my ongoing investment in clinical training and professional development.

Annual Rate Adjustment:

I review and adjust my standard rate each year, typically in January. Rate increases are approximately 10% per year, with notice provided in advance of any changes.

Legacy Rates:

I maintain "legacy" rates for ongoing, long-term weekly clients as a gesture of appreciation for your commitment. Legacy rates are available only to clients who maintain uninterrupted weekly sessions. If you reduce your frequency to biweekly, as-needed, or drop-in appointments, your fee will shift to my current standard rate. If you later resume weekly sessions, legacy pricing cannot be reinstated.

If you have concerns or need to discuss fee options, please reach out. I am committed to making therapy as accessible as possible within the limits of my practice.

COMMUNICATION

If you need to contact me between sessions regarding scheduling, please email marla@marlaleighcaplan.com or text **415-857-5560**. I am often not immediately available; however, I will attempt to return your call within 24 hours. Text messages generally receive a faster reply.

For communication relating to your treatment or personal matters requiring discretion, please use the messaging application in the secure client portal.

Social Media

You are welcome to follow my professional social media accounts (Instagram, Facebook, LinkedIn). However, due to the importance of confidentiality, I do not accept friend requests from clients on any personal social accounts.

Messaging

You may choose to communicate via email or text messaging for scheduling issues. However, please be aware that I cannot ensure the confidentiality of any form of communication through electronic media. While I will try to return messages within 24 hours, I cannot guarantee an immediate response. I request that you do not use these methods of communication to discuss therapeutic content.

TELEMEDICINE

Services by electronic means, including but not limited to phone, email, and video, are considered telemedicine by the State of California. Under the California Telemedicine Act of 1996, telemedicine is broadly defined as the use of information technology

to deliver medical services and information from one location to another.

If you choose to use information technology for some or all of your treatment:

1. You retain the option to withhold or withdraw consent at any time without affecting your right to future care or treatment, or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
2. All existing confidentiality protections are equally applicable.
3. Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
4. Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.
5. There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to, improved communication capabilities, better access to therapy, enhanced continuity of care, and reduced lost work time and travel costs.
6. Effective therapy is often facilitated when the therapist gathers, within a session or series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnoses, and interventions based not only on direct verbal or auditory communications, written reports, and third-person consultations, but also from direct visual and olfactory observations, information, and experiences.
7. When using information technology in therapy services, potential risks include, but are not limited to, the therapist's inability to make visual and olfactory observations of clinically or therapeutically relevant issues such as: your physical condition, apparent height and weight, body type, gait and motor coordination, posture, work speed, noteworthy mannerisms or gestures, physical or medical conditions including bruises or injuries, grooming and hygiene, appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what they would consider important information, which you may not recognize as significant to present verbally.

COUPLES AND FAMILY THERAPY

Confidentiality

As your therapist, I use professional discretion to determine whether to hold in confidence any material communicated privately by a member of the treatment unit. I may determine, according to my clinical judgment and the goals established by the members of the treatment unit, whether to hold in private or disclose some or all of the information in session. In general, I will always ask for your consent or notify you in advance of sharing any sensitive information with a loved one.

Minors

If you are a minor, your parents may be legally entitled to some information about your therapy. I will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

Relational Violence

Therapy is contraindicated for couples and families in which violence is present. As your therapist, I have an ethical obligation to do no harm and oppose violence as a destructive force harmful to relationships and detrimental to the treatment process. Any couple or family with a past history of violence must contract for nonviolence at the onset of treatment and agree to terminate treatment should a violent or dangerous situation emerge. If you are in a relationship in which violence is present, please seek individual treatment instead.

TERMINATION

Termination is an important process of reflection and integration that occurs prior to the closure of the therapeutic relationship. The appropriate length of the termination depends on the duration and intensity of the treatment. Allowing for at least one termination session prior to discontinuation of treatment by client or therapist is strongly advised.

I reserve the right to terminate treatment for the following reasons, including but not limited to: default on payment; three or more sessions missed without notice; lack of treatment efficacy; or referral to a higher level of care.

As your therapist, I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose for termination.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.